

SDA200-13-R-0001 – Residential Alarms Systems Copenhagen, Denmark

QUESTIONS & ANSWERS

RFP NUMBER SDA200-13-R-0001 GENERAL QUESTIONS	
1	<p>Question: Do we need to be registered at the CCR and/or having a CAGE number for this solicitation? Our Danish subsidiary is fully registered in Denmark, having also a DUNS number.</p> <p>Answer: Each offeror needs to comply with FAR clause 52.204-99 System for Award Management Registration (August 2012) (Deviation).</p>
SECTION 1 – THE SCHEDULE CONTINUATION TO SF-1449 RFP NUMBER SDA200-13-R-0001 PRICES, BLOCK 23	
2	<p>Citation: Paragraph 2.1 Base Period, Sub-paragraph 2.1.2 states: “Furnishing, installation, maintenance and testing of new alarm systems including, but not limited to, a central processor, one (1) LED key pad, radio and GSM or GSM and internet reporting, electrical connection, battery back-up, magnetic contact sensors, hard wired or hand-held panic alarm buttons, siren, and all necessary wiring and cabling, and all maintenance and testing.”</p> <p>Question: What type of service/maintenance agreement is required?</p> <p>Type A: including connection to monitoring station for reception of alarms, upon receipt of an alarm we will call a dedicated contact person. Alarm response by guard, service and maintenance is charged separately.</p> <p>Type B: including connection to monitoring station for reception of alarms, upon receipt of an alarm we will call a dedicated contact person and test and inspection of the system once a year. Alarm response by guard, service and maintenance is charged separately.</p> <p>Type C: including connection to monitoring station for reception of alarms, upon receipt of an alarm we will call a dedicated contact person, test and inspection of the system as required and</p>

	<p>service and maintenance. Response by guard is charged separately</p> <p>Type D: including connection to monitoring station for reception of alarms, upon receipt of an alarm we will call a dedicated contact person, test and inspection of the system as required, all service and maintenance and inspection on site by guard at every alarm.</p> <p>Answer: The offer should be based on the requirements specified in Paragraph 1 Performance Work Statement.</p>
<p>CONTINUATION TO SF-1449 RFP NUMBER SDA200-13-R-0001 SCHEDULE OF SUPPLIES/SERVICES, BLOCK 20 DESCRIPTION/SPECIFICATIONS/WORK STATEMENT</p>	
3	<p>Citation: Paragraph 1 Performance work statement states: "The alarm systems shall have available and use of common hardwire/wireless alarm sensors/transmitters, including, but not limited to, the following:</p> <ul style="list-style-type: none"> • door contact sensors or motion detectors • hard-wired/wireless and/or hand-held panic buttons." <p>Question: Cabled security systems are safer than wireless/radio ones. WiFi / radio communication can be jammed. But cabled systems are more expensive to install. Which is your priority: cost or security? Could we present two offers for your consideration, one based on cabled sensors and the other, as an alternative, based on WiFi linked sensors?</p> <p>Answer: The offer should be based on the requirements specified in Paragraph 1 Performance Work Statement.</p>

<p>4</p>	<p>Citation: Paragraph 1 Performance work statement states: “The alarms systems provided shall interface with a central alarm monitoring system (CAMS) via radio signal and GSM or GSM and internet (not telephone lines) using repeaters supplied by the Contractor as necessary.”</p> <p>Question: The solicitation schedule allows only radio + GSM or GSM + internet –without telephone line interface with the CAMS. The first solution, based on radio communications, is not supported by the current open commercial standards used in Europe. The second “GSM + Internet”, has evolved commercially in Europe, Denmark included, into 3G+Internet. The actual connection to Internet in most of Denmark is based on Asymmetric digital subscriber lines (ADSL) over telephone lines, cable or fiber optic connections. Therefore we request removing the restrictive requirement about radio communications protocols for the alarm central using commercial standards -3G and ADSL over telephone lines, cable or fiber optic, -, applying DOSAR provisions as for solicitation document’s page 43 – clause 652.206-70 Competition Advocate/Ombudsman, paragraph (a) -.</p> <p>Answer: Per DOSAR clause 652.206-70 Competition Advocate/Ombudsman, a review has been made by Embassy Copenhagen Contracting Officer. The solicitation’s performance work statement is based on Embassy Copenhagen needs. A thorough security assessment and subsequent requirements are not considered restrictive to full and open competition. An amendment to the solicitation (SDA200-13-R-0001-A002) has been executed in order to include 3G and 4G and other higher or improved mobile communication systems available.</p>
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5	<p>Citation: Paragraph 1 Performance work statement states: “The alarms systems provided shall interface with a central alarm monitoring system (CAMS) via radio signal and GSM or GSM and internet (not telephone lines) using repeaters supplied by the Contractor as necessary.”</p> <p>Question: Are we allowed to use the existing GSM/Internet connections in the apartments?</p> <p>Answer: There are no existing GSM connections in the residences. Existing internet connections may be used.</p>
6	<p>Citation: Paragraph 1 Performance work statement states: “The alarm systems provided shall interface with a central alarm monitoring system (CAMS) via radio signal and GSM or GSM and internet (not telephone lines) using repeaters supplied by the Contractor as necessary. The system, when activated, shall sound an alarm at the Contractor’s base operations center (called “the Center”) and the Contractor shall be able to monitor all alarm soundings for immediate reaction.”</p> <p>Question: Are we allowed to subcontract the base operations center services during non-normal working hours and weekends?</p> <p>Answer: Yes, subcontractors are allowed with prior approval of the Contracting Officer.</p>
7	<p>Citation: Paragraph 1 Performance work statement states: “The alarm systems shall have available and use of common hardwire/wireless alarm sensors/transmitters, including, but not limited to, the following:</p> <ul style="list-style-type: none"> • door contact sensors or motion detectors • hard-wired/wireless and/or hand-held panic buttons” <p>Question: Should the detector for the task be an ordinary passive infra red detector or should it be a passive infra red detector with photo camera?</p> <p>Answer: Infra red detector with photo camera is acceptable, but not a requirement.</p>

8	<p>Citation: Paragraph 1 Performance work statement states, sub-paragraph 1.1 React Teams & Monitoring states: “Upon receiving an alarm activation or telephone call requesting assistance at the Center, the Contractor shall dispatch via radio communication the nearest react team able to respond in the shortest time.”</p> <p>Question: We request the constrain regarding radio communication with the react team to be removed and cellular phones communication with the react teams to be allowed - applying DOSAR provisions as for solicitation document’s page 43 – clause 652.206-70 Competition Advocate/Ombudsman, paragraph (a) -.</p> <p>Answer: Per DOSAR clause 652.206-70 Competition Advocate/Ombudsman, a review has been made by Embassy Copenhagen Contracting Officer and the Regional Security Officer. It is agreed that communications with react teams can be made via radio and or mobile phone with text messaging capability. An amendment to the solicitation (SDA200-13-R-0001-A002) has been executed in order to include this revision of the performance work statement.</p>
9	<p>Citation: Paragraph 1 Performance work statement states, sub-paragraph 1.1 React Teams & Monitoring states: “Upon receiving an alarm activation or telephone call requesting assistance at the Center, the Contractor shall dispatch via radio communication the nearest react team able to respond in the shortest time.”</p> <p>Question: Should there be a key box for the react team? If a key box is required, two types of keys must be installed: one key for the apartments and one key for the main building entrance door.</p> <p>Answer: No key box is required.</p>

10	<p>Citation: Paragraph 1 Performance work statement states, sub-paragraph 1.1 React Teams & Monitoring states: “Upon receiving an alarm activation or telephone call requesting assistance at the Center, the Contractor shall dispatch via radio communication the nearest react team able to respond in the shortest time.”</p> <p>Question: Please clarify what you consider by “respond”. Is a SMS message, e-mail, a phone call or any other form of recorded communication from the CAMS to the guard dispatched to the location where the alarm has been activated considered a valid response?</p> <p>Answer: A valid response is considered a guard or react team to go to the actual physical location where the alarm is originating from.</p>
11	<p>Citation: Paragraph 1 Performance work statement states, sub-paragraph 1.1.3 Communications Network states: “The Contractor shall provide and employ a communications system in the form of a base station radio transmitter/receiver and antenna to monitor and communicate with the React Teams.”</p> <p>Question: We request the constrain regarding radio communication with the react team to be removed and cellular phones communication with the react teams to be allowed - applying DOSAR provisions as for solicitation document’s page 43 – clause 652.206-70 Competition Advocate/Ombudsman, paragraph (a) -.</p> <p>Answer: Per DOSAR clause 652.206-70 Competition Advocate/Ombudsman, a review has been made by Embassy Copenhagen Contracting Officer and the Regional Security Officer. It is agreed that communications with react teams can be made via radio and or mobile phone with text messaging capability. An amendment to the solicitation (SDA200-13-R-0001-A002) has been executed in order to include this revision of the performance work statement.</p>

12	<p>Citation: Paragraph 1 Performance work statement, sub-paragraph 1.2 Start-up of Existing Alarms Systems states: “The contractor shall survey and activate existing alarm systems in designated residences. After each activation, the Contractor shall run a complete test of the system, including a test of each individual detection unit, the siren(s), and the central unit. In case of troubleshooting, the Contractor will determine the fault and perform any necessary repairs to make the system operable, in consultation with the COR. The Contractor shall be responsible for the maintenance and testing of each activated system thereafter.”</p> <p>Question: Which are the brands and models of the installed systems? Especially critical is knowing the brand and model of the alarm central located at each residence. In order to maintain existing systems, we should have access to spare parts. If the existing systems are proprietary systems from the current service provider.</p> <p>Answer: There will be no alarm equipment already installed. All residences will require new alarm installations in the first year as specified in Exhibit D - Residences.</p>
13	<p>Citation: Paragraph 1 Performance work statement, sub-paragraph 1.2 Start-up of Existing Alarms Systems states: “The contractor shall survey and activate existing alarm systems in designated residences. After each activation, the Contractor shall run a complete test of the system, including a test of each individual detection unit, the siren(s), and the central unit. In case of troubleshooting, the Contractor will determine the fault and perform any necessary repairs to make the system operable, in consultation with the COR. The Contractor shall be responsible for the maintenance and testing of each activated system thereafter.”</p> <p>Question: Is there an inventory of the installed systems with the number of items per location? Could we please receive a copy –even without the precise location of the residences, just with the neighborhood would work, it will be very useful in order to provide a competitive price?</p>

	<p>Answer: There will be no alarm equipment to take over. All residences will require new alarm installations in the first year as specified in Exhibit D - Residences.</p>
14	<p>Citation: Paragraph 1 Performance work statement, sub-paragraph 1.3.1 Description states: "The Contractor shall not install more than the maximum number of sensors (6) without the specific approval by the COR."</p> <p>Question: You request the installation of a maximum number of 6 sensors without the COR specific approval. This is a fixed price indefinite quantity / indefinite delivery contract, due to the differences in residence size and security risks, we need to know the current number of sensors installed, per location in order to be competitive and maintain the schedule requested service level by keeping a security stock. Is that possible?</p> <p>Answer: Current residences change regularly, consequently the exact numbers of sensors fluctuates. The site visit held on February 8, 2013 provided examples of standard residences (houses and apartments) that should allow all prospective offerors to make appropriate estimates.</p>
15	<p>Citation: Paragraph 1 Performance work statement, sub-paragraph 1.3.2 Access states: "The Contractor shall ask the COR in writing for permission to access properties covered under this contract, for the purpose of routine maintenance at least one (1) week in advance. The Contractor may make oral emergency requests followed up by a written request on the next business day. The Contractor shall not make requests for access for routine maintenance directly to the resident."</p> <p>Question: Once access to the residence is granted by the COR, who is providing the contractor the keys for the residence or opens the residence for the contractor?</p> <p>Answer: The Regional Security Office will provide keys and escort.</p>

<p>16</p>	<p>Citation: Paragraph 1 Performance work statement, sub-paragraph 8 Definitions states: “Hand-held panic alert buttons are small, remote-control-type units that can be carried on one’s person in or near the protected property. In case of an emergency, the button can be pressed to signal for assistance from a react team.”</p> <p>Question: How many remote controls are required per system?</p> <p>Answer: A minimum of one (1) remote control is required per system.</p>
<p>17</p>	<p>Citation: Exhibit A Contractor Furnished Materials states: “The Contractor shall provide all equipment, materials, and supplies required to perform. Such items include, but are not limited to:</p> <ul style="list-style-type: none"> • Central Alarm Monitoring System using radio signals with repeaters (not telephone lines) • LED key pads • Radios and GSM or GSM and internet reporting • Electrical connections • Long-life lithium battery back-ups for when power outages occur with replacements (6 hours minimum capacity) • Window/door magnetic contact sensors or motion detectors • Hard-wired/wireless or hand-held panic alarm buttons • All necessary wiring and cabling • Uniforms and personal equipment • Central alarm panels • Sirens • Operating instructions in English • Alarm schematic/diagrams • Vehicles for React Teams <p>The Contractor shall maintain sufficient spare parts, etc., for all Contractor-furnished materials to ensure uninterrupted services.”</p> <p>Question: The solicitation schedule allows only radio + GSM or GSM + internet –without telephone line interface with the CAMS. The first</p>

	<p>solution, based on radio communications, is not supported by the current open commercial standards used in Europe. The second “GSM + Internet”, has evolved commercially in Europe, Denmark included, into 3G+Internet. The actual connection to Internet in most of Denmark is based on Asymmetric digital subscriber lines (ADSL) over telephone lines, cable or fiber optic connections. Therefore we request removing the restrictive requirement about radio communications protocols for the alarm central using commercial standards -3G and ADSL over telephone lines, cable or fiber optic, -, applying DOSAR provisions as for solicitation document’s page 43 – clause 652.206-70 Competition Advocate/Ombudsman, paragraph (a) -.</p> <p>Answer: Per DOSAR clause 652.206-70 Competition Advocate/Ombudsman, a review has been made by Embassy Copenhagen Contracting Officer. The solicitation’s performance work statement is based on Embassy Copenhagen needs. A thorough security assessment and subsequent requirements are not considered restrictive to full and open competition. An amendment to the solicitation (SDA200-13-R-0001-A002) has been executed in order to include 3G and 4G and other higher or improved mobile communication systems available.</p>
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<p>18</p>	<p>Citation: DOSAR clause 652.242-73 AUTHORIZATION AND PERFORMANCE (AUG 1999)</p> <p>The contractor warrants the following:</p> <ul style="list-style-type: none"> (a) That is has obtained authorization to operate and do business in the country or countries in which this contract will be performed; (b) That is has obtained all necessary licenses and permits required to perform this contract; and, (c) That it shall comply fully with all laws, decrees, labor standards, and regulations of said country or countries during the performance of this contract. <p>If the party actually performing the work will be a subcontractor or joint venture partner, then such subcontractor or joint venture partner agrees to the requirements of paragraph (a) of this clause.</p> <p>Question: Based on the scenario that our subcontractor scope of work will be the largest part of our work, we would like to consider the possibility to bid to a security services contractor instead. Due to that we would like to ask for access of approved security vendors that we eventually could approach as subcontractor.</p> <p>Answer: The Embassy does not have a list of approved security vendors.</p>
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